

~~CONFIDENTIAL~~

20 MAY 1987

MEMORANDUM FOR: Director of Information Technology
VIA: Chief, Operations Group, OIT *bw*
FROM: [REDACTED]
Chief, Domestic Field Division, OG/OIT
SUBJECT: Quality of Service [REDACTED]

1. In response to your comment regarding the inclusion of "quality of service" in future Domestic Field Division quarterly reports, we have considered several options as to how this information can be obtained and presented in a graphic format. A quarterly assessment of the quality of service would be beneficial and allow us to take timely remedial action in those areas where improvement is required. However, the implementation of a program to obtain this data from our field facilities every three months would be cumbersome and labor intensive. [REDACTED]

2. We presently rely upon feedback from our field facilities obtained during semi-annual Operations Officers' visits to measure our performance and quality of service. Each visit is reported in a Memorandum for the Record which is routed to all sections within the division. The questionnaire on which much of the [REDACTED] report was based provided valuable insight into our customers' perception of how well we are doing our job. We intend to continue our efforts along these lines but do not believe this information would be adaptable to graphic interpretation on a quarterly basis. [REDACTED]

3. We intend to request [REDACTED] to develop a non-biased system that will accurately reflect the customer's viewpoint on the service we provide and on the means of presenting this information in a format compatible with our quarterly report. [REDACTED]

Attachment:
Copy of D/OIT Notation

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Date 4/24/87

ROUTING AND TRANSMITTAL SLIP

TO: (Name, office symbol, room number, building, Agency/Post)

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1. DD/OIT-0 2 DOO HQJ	ow	4/27
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Action	File	Note and Return
Approval	For Clearance	Per Conversation
As Requested	For Correction	Prepare Reply
Circulate	For Your Information	See Me
Comment	Investigate	Signature
Coordination	Justify	

REMARKS

Good report. Chart show
 Good perspective on quantity of service
 think about how you might present
quality of service. Let me know

DO NOT use this form as a RECORD of approvals, clearances, and similar actions

FROM: (Name, org. symbol, Agency/Post)

DFG

Room No.—Bldg.

Phone No.

5041-102

☆ GPO : 1983 O - 381-529 (301)

OPTIONAL FORM 41 (Rev. 7-76)
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ATTACHMENT